ROU Brief - 10/2/96

For: AVP/RSM/RBM/ROM/KAM/AM/RM-DFM/AE/MC/PC/PRC/SC

FSC-162-A

CONTENTS

- Product Availability Required in Poqet
- Second Half 1996 Wholesale Partners Program Category 1 - 3¢ Volume Payment (Jul/Aug/Sept)
- Electronic Mail Problem
- Manager Notebook Program Download Schedule
- Warehouse Consolidation Project
- Retail Accrual Statements

DISTRIBUTE TO ALL FULL-TIME FIELD SALES PERSONNEL

➡ ***Product Availability Required In Poqet***

A change made this week in the Poqet computer now requires the Retail Representative to record product availability in all retail calls. (Prior to this, product availability was optional in the Poqet.) A note placed in the Poqet will alert the Retail Representatives of the new procedure. This change supports the accuracy of the new product availability reporting.

ROU Program Contact: Chris Minner, extension #1642

➡ ***Second Half 1996 Wholesale Partners Program Category 1 - 3¢ Volume Payment (Jul/Aug/Sept)***

Category I - Data Reporting Requirements:

The 1996 Wholesale Partners Program 3rd Quarter is complete as of week ending September 29, 1996. All data submitted for the program period (July 1 - September 29) must be received by MSA by October 18, 1996 to qualify for the Category I - $.03 volume payment.

A minimum of 10 weeks of data is required to qualify for 3rd Quarter payment.

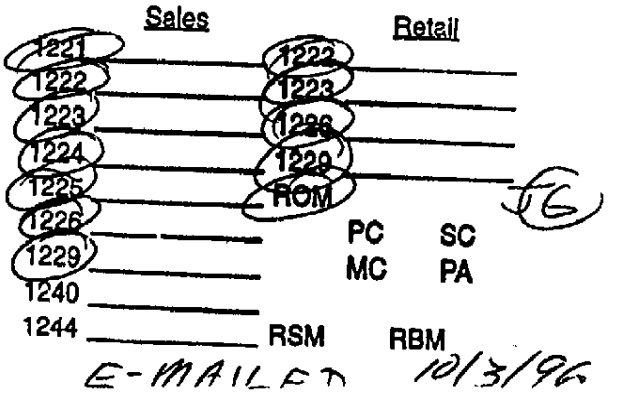
Payment Approval:

An Automatic Payment Approval Process will be in place for the Category 1 - 3¢ payment. Specific details will be communicated to you mid-October.

New Plan A Participant Base SOM Objectives and Grids:

Due to MSA processing and feeding reported data into the AIM Data Base, we will be unable to provide you Base SOM Objectives or Grids (Function T50 in the Partners Tracking System) for new Plan A participants until October 21, 1996.

ROU Program Contact: Julie Huneycutt, extension #7754



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ROU DETAIL

Electronic Mail Problem

A new gateway which exchanges e-mail between RemoteWare Mail and Microsoft Mail was implemented Thursday, September 26. This gateway resolves the problem of RemoteWare Mail clients receiving duplicate mail messages. Even though one problem was resolved, another problem has started occurring with this new gateway. If a RemoteWare Mail client sends an attachment and does not type any text in the message area, the attachment is received in Microsoft Mail with a .bin extension and is unreadable. Information Resources hopes to have this problem resolved soon. Until the problem is resolved, **please be sure that the message area contains text if you are sending an attachment to a Microsoft Mail user.**

Program Contact: Jane Pack, extension #0070

Manager Notebook Program Download Schedule

Newly developed software for the Manager notebooks is ready to be downloaded into the notebook computers. The new version of software will upgrade the internal technical software in the notebook computer. Details of minor enhancements included with this version will be in the Sales News portion application after the new software is downloaded. The communication to download the new software should last approximately one hour. All managers will receive the new software during communication anytime after Friday, October 11. Please contact the hotline if you experience any problems.

Program Contacts: Sharon Korczyk, extension #2934
Chris Minner, extension #1642

Warehouse Consolidation Project

We are in the process of moving inventories stored at GATX-Grassy Creek (W100/W100A) to our Davie County facility (W150). We expect this effort to continue through the remainder of 1996 with completion scheduled for first quarter 1997.

The consolidation effort should have minimal or no impact on field sales orders; however, some items may not be available for 2-3 days while inventories are being moved.

This project is part of our ongoing effort to streamline processes and reduce costs. We will provide you with periodic progress reports.

Program Contact: Bill Brown, extension #3324

Retail Accrual Statements

Recent revisions have been made to the Retail Accrual statements to ensure **all** Partner promotions are included. Prior to September 25, 1996, retail accrual statements for some accounts may not have included all Partners promotions. If you are using the information from Retail Accrual statements run prior to September 25, 1996, it is suggested that these statements be run again to ensure your information is current.

Program Contact: Kathryn Noxon, extension #2559

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